



Job Profile

Development Consultant

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Customer Service and Support	Career Stage	C
Job Function	Customer Relationship Management, Dispute and Issue Resolution	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	22/08/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

Support customer development processes by assessing customer applications, to create an outstanding customer experience, positioning Sydney Water as the preferred supplier. Ensure the protection of our customers and the Sydney Water networks and associated infrastructure. Foster strong relationships with developer customers, their water service coordinators, and internal stakeholders, to enhance liveability outcomes and improving service delivery.



Accountabilities

Job Specific	• Provides accurate advice to customers within corporate response times; has a working knowledge of property development and connectivity guidelines, processes and policies. • Produces accurate correspondence. • Read and interpret plans, diagrams and maps associated with property development. • Arrange collection of income via the Asset Free of Charge process. • Supports development and connecting customers. Strives to achieve first contact resolution for general enquiries. • Identify, establish and maintain long term effective client relationships with developer customers and their service providers. • Has a working knowledge of internal structure for escalations and redirected enquiries. • Supports the business unit's administrative functions (customer and internal). • Meets operational targets. • Achieves strategic objectives by providing a world class service for development customers, being easy to deal with and providing a value and quality of service • Ensures the protection of our customers, our employees and the Sydney Water networks and associated infrastructure • Behaviours, to ensure all interactions with stakeholders are positive and represent the values of the organisation. • Communicate effectively with peers and stakeholders • Work cooperatively with other team members • Manage own workload • Escalate to manager where there is uncertainty in task
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Role Requirements

Education / Qualifications

Required	Relevant technical qualification in planning, engineering or business-related disciplines, or experience deemed equivalent.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Experience in working within a development servicing / customer service / infrastructure planning environment. - Demonstrated high level of customer service and relationship management skills. - Experience in working within a development /customer service environment. - Clear communication skills both written and oral, resolve customer enquiries via phone, email, mail or social media. - Understanding of the property development lifecycle including initiation (Council), servicing (water, wastewater, recycled and stormwater) and building. - Working knowledge of development and connecting customer processes and internal policies. - Knowledge of relevant external Council development processes. - Ability to manage relationships with internal and external stakeholders. - Experience of working with external service providers to ensure business requirements are understood and delivered. - Ability to use a 'positive language' when dealing with internal and external stakeholders. - Ability to manage own work and time to ensure customer service levels are maintained. - High level of computer literacy skills and experience with business systems. - High standard of professional integrity, and a high degree of personal resilience. - Able to demonstrate a commitment to challenging existing business practices and striving for continuous improvement.
Desired	

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)			
Capability	Descriptor		
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.		
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.		
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Self-Motivation	1	Essential	Intermediate
Cross-Functional Collaboration	2	Essential	Intermediate
Stakeholder Management	3	Essential	Intermediate
Interpersonal Communications	4	Essential	Intermediate
Customer Advocacy	5	Essential	Intermediate
Organizational Skills	6	Essential	Intermediate
Project Coordination	7	Desirable	Developing
Design Reviews	8	Desirable	Developing
Regulatory Compliance	9	Desirable	Developing
Business Acumen	10	Desirable	Developing
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.